

**BCC Training Group I Participant Questions and Answers**  
**February 19 – February 27, 2013**

1. For “Grandfathered Employees,” are we requesting the same information as in a new hire?  
**Yes. You will need to request the same information as a new job applicant including I-9 information.**
2. Since we need to have all current employees entered into the BCC by 9/30/2013, should we get new consents done by them to do this?  
**Yes, because the new consents include consent to do the Rap Back and to provide Service Letters.**
3. If you do not choose to do the Service Letter after separation, is there a way to go back into the system to check on who still needs a Service Letter completed for your facility?  
**You will be provided a request for a Service Letter and you can go into the system to complete it. Look at the SERVICE LETTER REQUEST tab to respond to a request from another employer for a Service Letter.**
4. Does the applicant ID that the BCC gives each applicant show up on the completed Applicant Profile that I have the option of printing?  
**No, the Applicant’s ID does not show up, it is the *Application* ID that will appear.**
5. Do you need to include the letters on the professional license information or just the numbers?  
**The letters are part of the license information.**
6. Where do you supply the termination data?  
**At the bottom of an Employee Application Summary you will check a box that states, “I intend to separate with this applicant.” Then you’ll click the Make Decision button.**
7. If users were entered online is a letter necessary?  
**Yes, a verification letter signed by a member of management at the facility/agency is required.**
8. If “Yes” is clicked in error for the question, “Do you want to stop the hiring process?” are you able to go back or do you lose the info?  
**If you click this button for one of the 4 registries, you can go back and change it. If you click this button as a final decision and want to change it, you’ll need contact the DLTCRP Investigator assigned to you to open the application up again in the BCC.**
9. Why is it necessary to ask for an applicant’s height and weight? Couldn’t this be viewed as potentially discriminatory?  
**This is required SBI information, and is provided on the driver’s license or state-issued ID.**
10. Can this process be completed after the offer is made to the applicant but prior to the date of hire (start date)?  
**The BCC should be completed prior to the date of hire, as a drug test and criminal background history is a requirement prior to employment. Conditional hire of a job applicant can be made provided the job applicant has been fingerprinted, a drug test specimen has been provided and a Child Registry check has been completed.**
11. Will the BCC user fee be on top of the \$69 cost for fingerprinting?  
**Yes.**
12. Can I add another BCC User at any time?  
**Yes, the Corporate User or Back-up Corporate User can add new Users after getting their IAS numbers.**

13. What if an applicant will be working at more than one location (neighborhood home) or what if they transfer to another location?  
**Neighborhood Home employees can be assigned to any of the Homes, so their assignments are not considered transfers.**
14. The User Fee: is it a one-time yearly fee or will it be charged each time you enter a new person?  
**The Fee is incurred each time a new applicant is entered into the BCC. A screen will indicate to you when the charge will be incurred.**
15. Will you get a notification of stale fingerprints?  
**No. However, if you enter a fingerprint date for the Master List and it is after the employee's 3-year time frame for prints, the BCC will "kick it out" and put in the last date for which the prints are good. Additionally, if a job applicant was fingerprinted less than 3 years ago, a message will appear on the drug/fingerprint form screen informing the user that fingerprints for this job applicant were taken less than 3 years ago. The employer can then decide to send the job applicant for fingerprinting or not.**
16. When the BCC flags a barrier crime, will it indicate that you cannot hire the individual?  
**No. Hiring decisions are made using the employer's company policy.**
17. For agencies that run neighborhood homes, is each home listed as "facility" or all grouped under the agency name?  
**Neighborhood homes are grouped under a single entity with various locations.**
18. Can Notes be seen by all other users, other organizations in the BCC in DLTCRP?  
**Notes can only be viewed by the employer that entered the applicant information and by the DLTCRP.**
19. Will we still need to have an I-9 filled out or will this be eliminated?  
**You still need the I-9 information to enter into the BCC.**
20. Do we need to still make and keep copies of drivers licenses and Social Security, etc.?  
**Only if it is your company policy.**
21. How will the fingerprint process work? Who will be entering what?  
**The fingerprint request form will be auto-populated with the information you enter into the BCC. You print out the form; give it to the applicant who then takes it to the SBI for fingerprinting.**
22. How will this work for the state survey? Will we need to print out the forms for the survey team?  
**The state surveyors will have access to the BCC to view any information they require. However, you will need to be able to provide them with the printed consent forms as well as drug testing information if your lab is not part of the BCC.**
23. Is it okay to enter Service Letter Requests for all your current employees from Go Live date?  
**No, you'll need a prompt/request from an employer requesting the Service Letter to be able to enter it.**
24. For ID information, what if you are considering hiring a student and they only have a school student ID? Do you inform them to get a state ID?  
**Yes.**
25. Do applicants take their DLTCRP drug test consent forms to the lab so they are transmitted electronically or do we simply keep them on file?  
**The applicants will need to take the printed drug test form to the lab so the technicians know what tests to perform. If the lab is part of the BCC network, then the results will be provided electronically. If the lab is not part of the BCC network, results will be provided in the same manner as they are today for the employer.**

26. Will applicants still go to SBI for fingerprinting?  
**Yes.**
27. Can all presentation slides be emailed to us as they're very small to see?  
**After training is completed, we will post the power point presentation, along with the notes, on the Division's home page.**
28. Will you be able to enter Service Letters on employees who have left employment before system goes live?  
**No.**
29. Since we need to have all current employees on the BCC by September 30, should we get new consents done by them to do this?  
**Yes.**
30. Regarding, Grandfathered employees, are we requesting the same information as a new hire?  
**Yes.**
31. Under "Facility Public Info Settings" where we'll have the ability to upload job openings to the web site, is there a way for interested potential hires to respond or do we have to provide contact information?  
**You'll need to provide your facility's/agency's contact information.**
32. How far back does the BCC criminal check go?  
**From first arrest even if a juvenile arrest.**
33. What about alien IDs, do they go into the BCC?  
**Yes, the alien IDs can be entered into the BCC.**
34. Is there a fee even when not going forward with hiring the employee?  
**You will see a screen message that tells you when the fee is incurred. If you proceed past that screen and ultimately decide not to go forward with hiring an applicant, you still will be charged the user fee.**
35. How will BCC receive drug test results?  
**Electronically, as the Delaware Health Information Network is part of the BCC for the lab(s) that are associated with the BCC network.**
36. With Service Letter requests, can you request electronically through the BCC if the facility participates in the BCC?  
**Yes, that is exactly how it will work.**
37. Surveyors, do they need to see chain of custody for the drug form?  
**Yes, if your agency's/facility's lab is not connected to the Delaware Health Information Network.**
38. Can you have more than one person at this same access level?  
**Yes.**
39. Are Surveyors requiring a 5-panel or 10-panel drug screen?  
**The minimum required is 5-panel.**
40. What screen does the BCC return you to after you time out?  
**You will see the initial logon screen, with a message that you have successfully logged out.**
41. How do you prevent a time out, by moving the mouse or clicking on something?  
**You will need to click on something within the BCC to stay logged in.**

42. We use a self-employed dietician. Do we as the facility “run” them through the BCC?  
**Yes.**
43. Can DDDS surveyors see the information entered by their contractors for their group homes?  
**Not at this time.**
44. Will current employees have to sign new consent forms?  
**Yes, as they will now consent to the Rap Back and to having Service Letters completed.**
45. When will Service Letters be populated so we can stop the original process?  
**As each Employer is requested to complete one through the BCC, the Service Letters will be populated.**
46. Is there any way to add the option “still employed” to the Service Letter option?  
**No, that is not an option on the Service Letter template provided by the Department of Labor. However, under question 1B, you can select OTHER, and specify that the person is still employed at your facility/agency.**
47. While checking Public Registries, how do we check the alias name(s)? If Benjamin already populated, will it populate if you entered alias on previous data screen entry?  
**Add the alias name(s) to each registry to make sure it appears or does not appear depending on the registry requirements. Data entries in one registry will not populate in the other registries.**
48. If a current employee has an address or phone number change will we need to update it in the BCC?  
**You will be able to change address and phone number on the BCC by editing the Applicant Profile.**
49. Training for new user, would they have access to website tutorial?  
**They will have access to the User Manual and to the power point presentation as well.**
50. If drug tests are already in system, do we (as the new employer) still send them for another drug test?  
**Yes. Drug test results are only in the BCC for that employer, not for any future employers.**
51. Does LabCorp send the results to the site automatically?  
**Yes.**
52. When will we receive our login information?  
**Just prior to your Go Live date.**
53. Will the driver’s license section look up license numbers other than Delaware Drivers’ License?  
**No, the BCC is not connected to the Division of Motor Vehicles.**
54. How do Service Letters get into the system?  
**They are completed in the BCC and are stored there for retrieval.**
55. Do we still inform DLTCRP of drug testing having been done?  
**No, that stops with your Go Live date.**
56. Will the conviction notification also include if they are eligible to continue employment?  
**The continuation of employment, related to convictions, is your company/agency policy except in the case of abuse, neglect, mistreatment or exploitation of a nursing facility resident or of an infirm individual in the community, which would be automatic disqualifiers.**
57. If someone carries a dual license such as LNHA and RN is the option there to put in both license numbers?  
**Yes.**

58. A new hire is starting on our Go Live date. Prints and testing done but we have not received the results. Is she a new or an existing employee?  
**Existing.**
59. For our record-keeping purposes, do you feel we should print out each check?  
**No, as the results stay in the BCC.**
60. Do we need to continue to use our Chain of Custody forms for drug tests?  
**Yes, if you don't use a lab associated with the BCC network.**
61. It was my understanding that Lab Corp didn't do the 10-panel drug screening required by DE law. Is a 10-panel actually required?  
**5- panel is the minimum required.**
62. Are individual users who are added or removed from certain access by the Administrator notified of this change automatically?  
**No.**
63. When will the new LTCRP regulations addressing the BCC be finalized?  
**March 11, 2013.**
64. If employees must give consent to remain on the Master List after separation, why is there no consent form associate with this?  
**There is a consent form.**
65. Conditional hire, is that limited to a 60-day time frame?  
**Yes.**
66. If the HR Administrator at our center marks Sex Offender as *Pending* and OIG as *Pending*, and Adult Abuse as *Yes* and the CNA Registry as *Yes*; can the Corporate User mark and review these items at a later date?  
**Yes.**
67. If we decide not to hire an applicant for other reasons not noted in the BCC and we select "not hiring and 3 months, or even one week from now, we want to hire do we have to contact Investigator to change decision?  
**Yes.**
68. Must we use the auto-filled criminal request form? Can we use a blank generic form?  
**You must use the auto-filled form generated by the BCC. SBI is expecting this form to be used for the job applicants associated with the BCC.**
69. Adult Abuse is not mentioned. What is the status?  
**It is part of the BCC.**
70. For Nurses and Nurse Aides in clinical coming to a center, is it the school's obligation to run through the BCC or the center's responsibility? Currently schools handle this process.  
**Schools should continue to handle this process for their students.**
71. When the BCC gets the report that an employee was *arrested*, will the BCC send the center notification of that *arrest*?  
**The Division will review *arrests* and determine whether or not to notify employers. The BCC will notify employers of convictions only.**

72. Professional License is required on the consent form. What if they don't have one? What if it is for the Dietary Department?  
**There is a delete "link" for you to click if the applicant is not required to be licensed for the position.**
73. How does a BCC user enter/access information when the SS# is no longer visible on job applications?  
**The Social Security number and date of birth should be filled in by the applicant on the Applicant Information form generated by the BCC.**
74. Service Letters, are they required if the applicant worked in a school system? Didn't know if child care facility included school system.  
**Any child care facility licensed by the Department of Services for Children, Youth and Their Families is required by the Department of Labor to have a Service Letter generated as a part of the separation process, and each facility shall keep the Service Letter for a period of 5 years from separation.**
75. What if they don't have a driver's license number, only a state or school ID? What would be entered since they are required fields?  
**They must get a state ID.**
76. Can you ask if they have a social network site accounts(s): Facebook, Twitter, LinkedIn, etc.?  
**If that is your company/facility policy, but there is nowhere to record it in the BCC unless you add that information as a Note.**
77. Does the new Service Letter form have the ability for typing text beyond the checked boxes?  
**Yes, there are text boxes in the form.**
78. If we need to contact DLTCRP after we "Go Live," will DLTCRP be able to view what we are looking at; at the same time that the user is in the system?  
**No, that is not presently a feature of the BCC.**
79. Blood work: is there an auto fill for lab account codes?  
**No.**
80. What purpose does the BCC Program need to see if we hired or not?  
**The BCC includes the Rap Back feature on active employees. If the job applicant is not statused as hired on the BCC, then a Rap Back cannot be generated for that 'employee.' It is required that a job applicant who is hired is statused properly within the BCC. If a job applicant is not hired, the record of the job applicant will be deleted in 90 days due to inactivity and/or a lack of a decision.**
81. Will logons expire for lack of use/activity?  
**Yes, after 90 days of inactivity, a sign-in ID will be disabled, and you will need to call the IAS helpline (255-9150) to be reinstated.**
82. The Rap Back feature, does it give notification to LTCRP on arrests or just convictions?  
**Both arrests and convictions.**
83. Could DHSS, as a large employer, allow all their facilities to see the employee info on the BCC?  
**That is up to the Corporate User.**
84. Is it written in the regulation that if applicant/employee refuses to sign consent, then they are not eligible to be hired?  
**Yes, a signed consent is required.**

85. Do volunteers in LTC have to be fingerprinted through the BCC based on regs?  
**No.**
86. If the center gets a request on a current employee for a Service Letter, we fill it out. This employee remains in our employment for say another 2 years, will we be able to fill out a Service Letter when they leave, or will our one-time filling out be unavailable?  
**Yes, you will be able to complete a second/updated letter for the separated employee. When an employee is separated, the BCC will automatically direct the user to the Service Letter screen.**
87. If a person works at one Genesis facility and transfers to another Genesis facility, how will we show that change in the system? We don't need to re-run background based on regs, correct?  
**Each nursing facility is a new employer, so the person becomes new applicant to be run through the BCC; however, if the fingerprints have been done within the last 3 years, they don't have to be reprinted.**
88. How will we know what to request for drug testing? Ken said 5-panel is the minimum so is that what we are to request?  
**A 5-panel is all that is required as the minimum.**
89. From the date they sign for the drug test, is there a requirement to have it done within so many hours or days?  
**That is based on your company/facility policy.**
90. Adverse information, can we give them copies of bad Service Letters or Background Checks?  
**To see such information in the BCC, refer those individuals to the Division to schedule an appointment.**
91. For the driver's license field, since it reflects I-9 information, would a permanent resident card number be okay to put in?  
**Yes.**
92. Can we still use Prometric to print the CNA Registry?  
**Yes.**
93. Current employer Service Letter? Question on that.  
**To provide a Service Letter as a current employer, you will need to print off a blank letter in the Resources tab, complete it and mail it to the requestor.**
94. What if they are in the CNA Registry as another name than what they are using now?  
**The applicant needs to contact the Division and provide the proper legal papers showing the current legal name so that it can be changed in the CNA Registry.**
95. Sex Offender, what if it's a common name like Smith will the Quick Check feature bring up all people named Smith?  
**Yes.**
96. "Home" page will indicate "Results are Back." Is this per applicant, or when we login with our User ID?  
**When you login, you will see a list of Notifications indicating results are in on one or multiple applicants.**
97. Do we need to print all info or only Eligible Letters?  
**You only need to print consent, drug test and fingerprint request forms.**
98. When do we stop in-house fingerprinting?  
**Immediately.**

99. If we select "I am not hiring based on results...", what happens to applicant information? Does it go away, like with a voluntary withdrawal of applicant?  
**No. Once the data is in the system it will stay in the system regardless of the decision to not hire the individual. However, if there is no activity for 90 days on a job applicant, i.e., no decision, the BCC will perform an administrative closure on the record.**
100. Why are Service Letters culled after 5 years? We now have to provide them for 5 years back from when they left our employment.  
**The Department of Labor stipulates the letters are only good for 5 years.**
101. Is there a detailed instruction, Users Manual? A lot of info was given verbally – hints and tips.  
**Yes. It is part of the BCC and you can access it on the BCC Home page.**
102. Will you provide us a copy of the agenda/presentation given today?  
**We will post the presentation on the Division's website.**
103. Separation of Employee, do we get them to sign a Service Letter before leaving building or use original from hire date?  
**The consent to do a Service Letter is signed by the applicant at the beginning of the hiring process. A letter is signed electronically by you in the BCC only when requested by another employer.**
104. Can we print Service Letters for in-house use with Supervisors?  
**Completed Service Letters cannot be printed; however, blank ones can be printed but cannot be stored in the BCC.**
105. What do we do for volunteers?  
**Volunteers are not required to be run through the BCC.**
106. Can we have a CNA from Maryland?  
**No. You can have a Geriatric Nurse Aide (GNA) apply for reciprocity to be placed on the Delaware Nurse Aide Registry.**
107. Temp employees, do we need to do a Background Check or is it done where they work (Temp Agency)?  
**The temporary agency is responsible for completing the background check and for providing you with criminal history information if you request it.**
108. First time employees, where no Service Letter or former employer provided, what do you do?  
**The Department of Labor regulations require you get references from two unrelated persons on that individual.**
109. Will we be requesting Service Letters via the BCC system? Do we just print it off?  
**Yes. No printing required as they will be stored in the BCC.**
110. Can we print Service Letters when completed?  
**No.**
111. Can we print the Users Manual?  
**No.**
112. Can an applicant use a permanent resident ID card?  
**Yes.**
113. For an employee who leaves before being entered in the BCC, will we do a Service Letter using the printed form?  
**Yes.**